

Meet Shannon Sarow, Branch Programs Capability Lead at Bank of Queensland, winner of the WiBF Diversity & Inclusion of the Year Award and former hockey player!



Introducing Shannon Sarow, Branch Programs Capability Lead at Bank of Queensland. It's in this role that Shannon leads a small team dedicated to supporting their Retail Branch teams to build confident and competent bankers who are able to deliver exceptional customer experiences.

Shannon attended WiBF's 2022 Award Celebrations at the Ivy Ballroom in Sydney on the 2nd of September and notes that it was "a wonderful opportunity to connect with other amazing women doing awesome things in their own organisations." Shannon shared with us what it felt to win a 2022 WiBF Award. "This award was an absolute delight to receive! It was a team effort and the recognition of the work that our team does to support more women into becoming small business owners through the unique franchise opportunity that exists at BOQ. The women Owner Managers at BOQ inspire me to continue to design capability pathways that support this diversity amongst our franchise model," she said.

We asked Shannon to share more about her career journey with us. "Whilst my career in banking has spanned more than 20 years across various roles, the roles I have enjoyed the most have been those that have leveraged my strengths and passions well, matched with a strong alignment in values and purpose with my team and the broader organisation. In my current position, I am inspired everyday by my leader, our team, our people and our customers and it keeps me motivated to bring my best self to work, every day" she said. When it comes to standing out of the crowd at work, Shannon's advice was by "practicing gratitude, and acknowledging the contributions made by others, is what will make a difference. It's a simple habit I'm continuing to work on, to thank people genuinely, but frequently," she said.

When we asked Shannon about a game changer moment or valuable lesson learned in her career, she shared the following. "I once took a role that my leader (at the time) suggested was necessary for me to build out my resume and work experience. It was a poor match for me and not a role I enjoyed. Whilst I learnt a great deal about myself during my time in that role, I also learnt to trust my own instincts and to set my own path for my future and my career," she said. A great piece of advice and reminder to follow advice that aligns with your personal best interests and gut instincts.

Besides Shannon's impressive career, she shares with us a few fun facts about her. "I represented Queensland in school hockey and my favourite meal is sushi," she said. A note to all co-workers reading this now looking for a way to get Shannon out for a bite to eat over lunch! Shannon adds that "I'm the child of a teacher, and went to five different schools growing up." Did you know? We believe that just means Shannon should be entitled to five school reunions, imagine that!

With a 2022 WiBF Award in hand, Shannon leaves us with the following quote. "People don't care how much you know until they know how much you care." – Theodore Roosevelt. For Shannon, "it's a balance of doing good work, and being good to people that helps to create the most value," she said.